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COURSE BROCHURE

Warehouse Supervisor Management Skills Training Course

7 – 11 November 2027
Online

Warehouse Supervisor Management Skills Training Course

Ref: 1118_42093 **Date:** 7 – 11 November 2027 **Location:** Online **Fees:** 1900 GBP

Warehouse Supervisor Management Skills is a 1-week training course for warehouse supervisors, shift leaders and team leads who run picking, packing and receiving crews, and it ends with a shift leadership playbook for their own site. Tighter dispatch cut-offs and a mixed permanent and agency workforce now test every supervisor. Jupiter Prime Training delivers this course on warehouse supervisor management skills.

Why Warehouse Supervisor Management Skills Matters Now

Three forces shape the supervisor's shift today: customers expecting same-day dispatch, a labour pool that changes week by week, and mechanised or scanner-led processes that expose every idle minute. Sites whose supervisors plan labour and coach well see steady throughput and fewer mis-picks; sites that leave supervisors to firefight see overtime, injuries and missed collections. The course draws on engineered labour standards, the Plan-Do-Check-Act PDCA cycle and situational leadership as its working frameworks.

Who Gains Most from Warehouse Supervisor Management Skills

- Shift supervisors accountable for hourly pick, pack and dispatch output
- Inbound leads responsible for receiving, put-away and dock scheduling
- Team leaders who coach new pickers and agency workers through induction
- Inventory and returns coordinators who direct small crews on count and rework tasks
- Newly promoted operatives leading former peers

Groups gain most when the supervisors of several shifts on one site attend together, because they leave with one shared handover routine.

Warehouse Supervisor Management Skills Capabilities

Participants turn daily floor pressure into planned labour, short structured huddles and fair, evidence-based feedback to pickers and drivers.

- Calculate shift labour requirements from order profiles and engineered standards — staffing calls with the operations manager
- Design a ten-minute start-of-shift huddle board — daily priorities shared with every crew
- Apply situational leadership to coach pickers at different skill levels — individual development decisions
- Assess units per hour, pick accuracy and dock-to-stock time against targets — corrective action during the shift
- Communicate safety expectations around forklifts and racking — near-miss reporting and housekeeping standards
- Build a structured performance conversation using observed facts — attendance, conduct and productivity cases with HR

Key Warehouse Supervisor Management Skills Terms

- Engineered labour standard — the measured time a trained operative needs for a defined warehouse task, used to plan staffing and judge productivity.
- Units per hour UPH — the number of items an operative or crew picks, packs or receives in one working hour.
- Shift huddle — a short standing meeting at the start of a shift to share volumes, priorities, safety points and assignments.
- Gemba walk — a supervisor's planned walk through the floor to observe work where it happens and spot problems early.
- Dock-to-stock time — the time between goods arriving at the receiving dock and being available in a pick location.
- Shift handover log — a written record passed between supervisors listing open orders, incidents, equipment faults and staffing notes.

Warehouse Supervisor Management Skills Day by Day

Day 1: The Supervisor's Role on the Warehouse Floor

- Supervisor Role Map — Balancing Output, People and Safety Duties
- Order Profile Review — Understanding Volume Peaks Across the Shift
- Moving From Peer to Supervisor — Setting Authority With Former Colleagues
- Gemba Walk Routine — Seeing Bottlenecks Before They Become Delays
- Shift Handover Log — Passing Open Issues Between Supervisors

Day 2: Labour Planning and Task Allocation

- Engineered Labour Standards — Converting Order Lines Into Staffing Hours
- Skills Matrix — Matching Pickers, Drivers and Packers to Tasks
- Agency and Overtime Decisions — Covering Peaks Without Waste
- Zone and Wave Assignment — Spreading Workload Across Pick Faces
- Break and Rotation Scheduling — Protecting Throughput and Operator Fatigue

Day 3: Floor Performance and Daily Huddles

- Units Per Hour and Pick Accuracy — Reading Crew Performance in Real Time
- Dock-to-Stock and Dispatch Cut-Off Tracking — Prioritising Inbound and Outbound Work
- Huddle Board Design — Sharing Volumes, Targets and Safety Points
- PDCA Cycle — Fixing Recurring Mis-Picks and Short Shipments
- Forklift and Racking Safety Leadership — Near-Miss Reporting and Housekeeping

Day 4: Coaching Pickers and Handling Performance

- Situational Leadership — Adjusting Style to Picker Skill and Confidence
- On-the-Job Coaching Cycle — Demonstrate, Observe and Correct at the Pick Face
- Fact-Based Feedback Conversations — Addressing Slow Picking and Errors
- Attendance and Conduct Cases — Documenting Facts Before HR Escalation
- Recognition Routines — Keeping Agency and Permanent Staff Engaged

Day 5: Practising the Shift Leadership Playbook

- Labour Plan Simulation — Staffing a Peak Shift From an Order Profile
- Live Huddle Run-Through — Leading a Ten-Minute Start-of-Shift Briefing
- Coaching Role Play — Correcting a Picker's Accuracy Problem
- Incident Response Drill — Handling a Racking Strike Mid-Shift
- Shift Leadership Playbook — Finalising Labour, Huddle and Coaching Routines

Applying Warehouse Supervisor Management Skills After the Course

- Introduce a daily huddle board on the supervisor's own shift, tracking units per hour, pick accuracy and one safety point for four weeks.
- Rebuild the next peak-week labour plan from engineered labour standards and compare planned with actual staffing hours.

Warehouse Supervisor Management Skills Questions FAQ

What are warehouse supervisor management skills and why do they matter now?

Warehouse supervisor management skills are the abilities to plan labour, lead crews and coach operatives during a shift. They matter now because faster dispatch expectations and a changing workforce leave little room for poorly organised shifts, overtime or avoidable errors.

Which roles gain most from warehouse supervisor management skills training?

Shift supervisors, inbound leads and team leaders gain most. You benefit if you allocate pickers, run briefings or handle productivity and attendance issues.

How does warehouse supervisor management skills training differ from a warehouse operations course?

It focuses on leading people during a shift rather than designing the warehouse. A warehouse operations course covers storage, slotting and process design; this one covers labour plans, huddles and coaching.

What do you bring back from warehouse supervisor management skills training?

You bring back a playbook for your own shift. It sets out a labour planning method, a huddle board format and a coaching routine for pickers.

Warehouse Supervisor Management Skills: The Way Forward

The shift leadership playbook first informs how many pickers, packers and drivers a supervisor calls in for the next peak. Supervisors use it at each handover, and operations managers use it to compare shifts. After the first month, revisit the coaching routine and the huddle measures to check that they still match the order profile and crew mix.